



Louise Davis

Case Assistant

Profile:

- Louise has worked as a Rehabilitation Case Administrator at Medicess since 2006 and is a valued member of the team.
- She works closely with the Case Managers to support with all aspects of case administration.
- Louise has extensive experience working with NHS and private sectors to arrange and coordinate patient care regularly.
- Louise works closely with other members of the Medicess multidisciplinary team to support administration of all aspects of patients' rehabilitation, including organising patient care and following up on their progress, sourcing and liaising with clinicians and working closely with a wide range treatment providers to ensure optimal care is provided for every patient.



Background:

- Louise has over 20 years' experience working within the customer service and administration sectors both as a team member and team leader.
- Prior to working at Medicess, Louise worked at a number of large companies within their customer service or administration teams and progressed to a senior level.

Qualifications & Memberships:

- GCSEs
- A Levels

Skills and Attributes:

- Time-management – co-ordinates tasks accordingly, working strongly both independently and as part of a team.
- Team-player – works collaboratively with all members of the team to deliver the best outcomes.
- Flexibility – adapts to situations seamlessly.
- Customer Service – friendly, polite and professional when dealing with customers over the phone or in person.